



CYNTHIA D. BANKS
Director

COMMUNITY AND SENIOR SERVICES
OF LOS ANGELES COUNTY

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"To Enrich Lives Through Effective And Caring Service"

BOARD OF SUPERVISORS

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MICHAEL D. ANTONOVICH

March 30, 2010

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hall of Administration
500 West Temple Street
Los Angeles, California

Dear Supervisors:

**AGREEMENT WITH HARMONY INFORMATION SYSTEMS INC. FOR
ADULT PROTECTIVE SERVICES SOFTWARE AS A SERVICE
(ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

CIO RECOMMENDATION: APPROVE (X)

SUBJECT

Community and Senior Services (CSS) is seeking delegated authority for the Director of CSS to execute an Agreement with Harmony Information Systems Inc. (Harmony) to provide an Adult Protective Services (APS) Software as a Service (SaaS) solution to replace the Department's legacy APS information system. The Agreement term will commence upon its execution by the Director of CSS and will continue for five (5) years from County's production use of the APS SaaS solution (Initial Term), with two (2) optional one-year extension periods.

IT IS RECOMMENDED THAT YOUR BOARD:

Approve and authorize the Director of CSS to finalize and execute an Agreement with Harmony, substantially similar to the attached Agreement, for a contract term commencing upon its execution by the Director of CSS and continuing for the Initial Term of five (5) years from the County's production use of the APS SaaS solution,

with two (2) optional one-year extension periods and a maximum County obligation of \$3,184,431 for the term of the Agreement, funded through State and federal APS program funds.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The purpose of this recommended action is to allow CSS to enter into an Agreement with Harmony for the implementation and maintenance of its Harmony APS SaaS solution that will replace the Department's legacy APS system.

The legacy APS system uses outdated technology that limits the capability of CSS to provide services to consumers. This system only supports 40% of the social work staff. It does not support real time status and tracking of APS allegations under investigation. The supervisory and management control information is time delayed and manual in many instances. Detailed field investigation reports are done on paper and require manual filing and manual retrieval of history. The age and structure of the current system makes changes costly and difficult to achieve in a timely manner.

Under the Agreement, Harmony will provide access to its APS SaaS solution via the web. This system will support 100% of the social work and management staff. The system will also support real time status and tracking of APS allegations. The system has extensive automated supervisory and management capabilities that will be made available in real time. Field investigation will be stored electronically within the system and retrieved to review history by any authorized staff. The system is highly configurable without custom programming. The Agreement includes the provision of system enhancements to ensure compliance with State regulatory changes at no additional cost.

IMPLEMENTATION OF STRATEGIC PLANNING GOALS

The recommendation is consistent with the principles of County Strategic Plan Goal #1 (Operational Effectiveness) to provide the public with easy access to quality information and services that are both beneficial and responsive. In addition, this Agreement is consistent with CSS' objectives for increasing the efficiency and effectiveness of departmental programs through expanded information technology and communications. The replacement of the existing APS system is included in the Department's Business Automation Plan (BAP).

FISCAL IMPACT/FINANCING

The maximum cost for this Agreement for the entire term, including optional years, is \$3,184,431, which includes a maximum of \$2,048,399 for required services during the Initial Term, \$721,032 for required services during the two (2) optional extension years and \$415,000 (approximately 15% of required services) allocated as pool dollars for

optional work to be provided by Harmony upon County's request. The APS SaaS solution is funded through State and federal APS program funds, and, therefore, has no impact on Net County Cost (NCC).

FACTS AND PROVISIONAL/LEGAL REQUIREMENTS

This Agreement with Harmony will become effective upon its execution by the Director of CSS and will continue for the Initial Term of five (5) years from the County's production use of the APS SaaS solution. The APS SaaS solution will reach production use upon County's approval of the completion of the user acceptance test. Upon expiration of the Initial Term, the Agreement will be extended automatically for up to two (2) one-year terms a year at a time, unless the County notifies Harmony of its intention not to extend the Agreement any further. Harmony's APS SaaS solution will provide for the data collection, management, reporting and maintenance of APS data.

The Agreement contains all the applicable Board mandated provisions, such as the Federal Earned Income Tax Credit, Consideration of GAIN/GROW Program Participants for Employment, Compliance with Jury Service Program, Defaulted Property Tax Reduction Program, Safely Surrendered Baby Law and Prohibition against Assignment and Delegation. In addition, Harmony is required to notify the County when the Agreement term is within six (6) months from expiration and/or when it has reached seventy-five percent (75%) of the authorized maximum Contract Sum.

The Agreement also contains applicable information technology provisions to protect the County in the event of Harmony's deficient performance and/or breach of warranties, including intellectual property indemnification and deliverable payment withholds.

This Agreement has been reviewed and approved as to form by County Counsel. The Chief Information Office (CIO) concurs with CSS' recommendations (see attached CIO Analysis). The Chief Executive Office's (CEO) Risk Management Branch has reviewed and concurs with the provisions relating to insurance and indemnification and any revisions made to such as a result of the negotiations.

CONTRACTING PROCESS

On February 17, 2009, CSS released a Request for Information (RFI) to assess the feasibility of having a vendor provide software as a service to replace the existing CSS APS information technology support system. The RFI was advertised in several national newspapers as well as locally. CSS received inquiries from 22 potential vendors, with six companies providing formal written responses to the RFI.

On August 24, 2009, CSS released the APS COTS SaaS RFP. All agencies that responded to the RFI were notified via e-mail. Additionally, the RFP solicitation document was posted as a contracting opportunity announcement on the County's "Doing Business with Us" website and the CSS Contracting Portal.

VENDOR SELECTION PROCESS

Five companies stated intent to respond by the RFP notification deadline of September 8, 2009. By the October 27, 2009 solicitation deadline, two potential vendors submitted proposals. In compliance with the CEO evaluation and protest guidelines and procurement protocols, an evaluation committee, consisting of CSS staff from various divisions, performed a detailed assessment and evaluation of the proposals. It was determined by the evaluation committee that both proposals met the minimum County's requirements and had the capability of providing the required work.

The Evaluation Committee recommended Harmony for award based on the fact that it had the highest score in each of the phases of the evaluation and submitted the lowest cost proposal.

The non-selected proposer was notified per CEO guidelines and requested a debriefing, which was conducted via telephone (at its request) on February 2, 2010. At the close of the debriefing, the proposer stated that it was not its intent to protest the Evaluation Committee's findings. CSS did not receive an "Intent to file a proposed contractor selection review" by the February 8, 2010 deadline.

This Agreement is not a Proposition A contract and is, therefore, not subject to the requirements of the Living Wage Program (County Code Chapter 2.201).

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The use of Harmony APS SaaS solution is expected to result in increased efficiency in processing and history retrieval of APS allegation investigations by the County APS staff. Full system implementation is targeted for October 2010. The County's Internal Services Department (ISD) will continue providing technical support for the legacy APS system until the new system is in production.

It is expected that Harmony's real time dashboards will show performance measures more effectively. Almost all manual processes for recording and reporting on APS will be automated. Access to time critical APS history of individuals will improve immediately and will become even more valuable as time passes and more detailed APS history becomes available in the system for APS staff.

CONCLUSION

Upon your Board's approval, it is requested that the Executive Officer, Board of Supervisors, return three (3) adopted stamped Board Letters to Community and Senior Services.

Respectfully submitted,



CYNTHIA D. BANKS
Director

CDB:OS:FED

Attachment

c: County Counsel
Auditor-Controller
Executive Officer, Board of Supervisors
Chair, Information Systems Commission
Director, Internal Services Department

Reviewed by:



RICHARD SANCHEZ
Chief Information Officer